

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 21	3. EFFECTIVE DATE Same as Bk. 16C	4. REQUISITION/PURCHASE REQ. NO. N/A	5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Shared Services Center Procurement Office, Bldg. 5100 Stennis Space Center, MS 39529-6000 Attn: Ann Sharpe		14. ADMINISTERED BY (If other than Item 6) 01-21-40A11:5 RCV		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) COMPUTER SCIENCES CORPORATION Information Technology & Science Solutions Division 7700 Hubble Drive Lanham Seabrook, MD 20706		(4) 9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. NNX05AA01C 10B. DATED (SEE ITEM 13) May 17, 2005		
CODE	FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

14. A.	THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
B.	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X C.	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Contract Section I FAR Clause 52.243-2, "Changes-Cost Reimbursement," AUG 1987 w/Alt II, APR 1984
D.	OTHER Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

	Contract Amount	Incremental Funding
Prior Amount		
This Action		
New Total		

See Continuation Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) ANN SHARPE Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	1/24/2007

NSN 7540-01-152-8070
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Prescribed by GSA
FAR (48 CFR) 53.243

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

UNDEFINITIZED CONTRACT ACTION (UCA):

- A. Proposal and Negotiation:
1. The purpose of this modification is to provide an Undefinitized Change requirement to Sections B, Section H, Section I, and Section J-1, "Performance Work Statement," (PWS) of the Contract. This requirement is to provide for a combination of: (1) NSSC requirements with associated funding, schedules and performance work statement within the basic contract; and (2) indefinite-delivery/indefinite-quantity (IDIQ) coverage for projects other than basic NSSC, with specific work requirements, schedules and funding provided for within individually issued task order(s).
 2. Within forth-five (45) days after issuance of this UCA, the Contractor shall submit its proposed work plan and cost breakdown. The cost proposal shall include: (1) cost for the four remaining years of the Basic Period of the Contract; (2) electronic version of cost proposal, with full breakout and rollup capabilities; (3) be broken out by W.B.S. level; (4) be consistent with original proposal format; and (5) where there are changes, show both as originally proposed, revised proposal, and detailed explanations for change(s). The penalty for making false statements in a proposal is prescribed in 18 U.S.C., Section 1001.
 3. The proposed changes will be negotiated, if required, and a bilateral supplemental agreement definitizing this UCA will be issued.
- B. Section B.1, "Supplies and/or Services to be Furnished," is revised to provide for details of the new IDIQ portion of the Contract as shown on ATTACHMENT 1 of this document.
- C. Section B.2, "Estimated Cost and Award Fee," is revised to cover estimated cost and award fee information needed for estimation and proposal purposes for the new IDIQ portion of the Contract (see ATTACHMENT 1).
- D. Section H.13 is hereby added to incorporate the following IDIQ NASA FAR Supplement clause in full text to the Contract, "Task Ordering Procedures (NFS 1852.216-80)(October 1996)" (see ATTACHMENT 2).
- E. Section I is revised to incorporate the following IDIQ FAR Clauses in full text to the Contract (see ATTACHMENT 3).
- i. Ordering (FAR 52.216-18)(OCT 1995)
 - ii. Order Limitations (FAR 52.216-19)(OCT 1995)
 - iii. Indefinite Quantity (FAR 52.216-22)(OCT 1995)
- F. The Contractor shall perform the work in accordance with the revised portion of the PWS, as set forth in ATTACHMENT 4.
- G. The total NOT TO EXCEED for this change in work is [REDACTED] for the remaining portion of the Contract's 5-Year Base Period.
- H. The Period of Performance for the remaining work is not changed.
- J. List of Attachments to this document:
- | | |
|-----------------------------------------------------------------------------------|---------|
| ATTACHMENT NO. 1 – Revisions to Sections B.1, B.2 and B.3, pages 1, 1.a, and 2... | 3 Pages |
| ATTACHMENT NO. 2 – Revisions to Section H.13, Page 22.A and 22.B..... | 2 Pages |
| ATTACHMENT NO. 3 – Revisions to Section I, Page 30 through 30.A..... | 2 Pages |
| ATTACHMENT NO. 4 – Revisions to the PWS, Pages 45 through 47 | 3 Pages |
- K. Except as provided herein, all terms and conditions of the document referenced in Item 10A, as heretofore changed, remain unchanged and in full force and effect.

PART I – THE SCHEDULE**SECTION B, SUPPLIES OR SERVICES AND PRICES/COSTS****B.1 SUPPLIES AND/OR SERVICES TO BE FURNISHED**

- (a) The Contractor shall provide the services in support of the NASA Shared Services Center (NSSC) as described in Section C of this contract, and as specified in individual task orders issued under this Contract, and shall perform and/or deliver the following:

CLIN	Description	Reference	Schedule
01	Services in accordance with the PWS for Phase-in period	B.2, C.1	See F.2
02	Services in accordance with the PWS for Base period	B.2, C.1	See F.2
03	Services in accordance with the PWS for Option 1 period	B.2, C.1	See F.2
04	Services in accordance with the PWS for Option 2 period	B.2, C.1	See F.2
05	Services in accordance with the PWS for Option 3 period	B.2, C.1	See F.2
06	Services in accordance with the PWS for Option 4 period	B.2, C.1	See F.2
07	Services in accordance with the PWS for Option 5 period	B.2, C.1	See F.2

- (b) This is a performance-based contract that is a Cost-Plus-Award-Fee (CPAF), completion-type contract. It provides for a combination of: (1) NSSC functional requirements with associated funding, schedules and performance work statement (PWS) within the basic contract, and (2) indefinite-delivery/indefinite quantity (IDIQ) coverage for projects other than basic NSSC, with specific work requirements, schedules and funding provided within individually issued task order(s).
- (c) As contemplated by the Section I FAR Clause 52.216-22 entitled, "Indefinite Quantity," and regarding work requirements under the PWS Paragraph 3.6, "NASA and Federal Government IT Initiatives,": (1) the minimum quantity that will be ordered by the Government via task orders during the basic period of the Contract is a total target cost and associated fee of at least [REDACTED] and (2) the estimated maximum quantity that the Government may order during the effective period of the Contract is a total target cost and associated fee of [REDACTED] for the basic period.
- (d) See Section I regarding Ordering, Indefinite Quantity, and Task Order procedures for IDIQ Contracts.

(End of Clause)

B.2 ESTIMATED COST AND AWARD FEE (NFS 1852.216-85)(SEP 1993)

(a) This section covers estimated costs and award fees for each period of the basic portion of this contract as follows:

Item No.	Description	Estimated Cost	Maximum Available Award Fee	Total
CLIN 01	PHASE-IN			
CLIN 02	BASE PERIOD			
CLIN 03	OPTION 1			
CLIN 04	OPTION 2			
CLIN 05	OPTION 3			
CLIN 06	OPTION 4			
CLIN 07	OPTION 5			
TOTAL BASE + OPTIONS				
GRAND TOTAL				
Note:		The periods of performance for periods 01-07 are included in clause F.2 of this solicitation.		

(b) (1) This section covers projects for which requirements will be ordered through individual task orders issued against this Contract as provided in Section B.1(b)(2) above.

(2) The Contractor shall provide the necessary labor categories needed to meet the Government's requirements under individually issued Task Orders. These shall be the fully-burdened, fixed hourly rates for each labor category, are to be exclusive of fee and other direct costs, and used for proposal purposes. These rates per labor category will remain fixed for each contract year, and will be adjusted annually, or more often as deemed appropriate by the Contracting Officer, by bilateral modification to reflect the Department of Labor's Wage Determination labor rates (where applicable) and DCAA's most currently current approved forward pricing rates. Other direct costs and their associated indirect costs that may be necessary for performance of the work requirements of individually issued Task Order requests shall also be included with the Contractor's Task Order cost proposal.

(3) The following fully-burdened, fixed hourly labor rate table is mutually agreed to between the parties and shall be used when establishing each new Task Order as the basis for establishing the estimated cost of individual orders together with any other direct costs specific to the Order. It is the contractor's responsibility to propose and adjust, as necessary, the labor mix and amount of labor needed to perform the required work under each Task Order. On these cost-reimbursement orders, the Government will pay actual costs incurred as specified in the order, in accordance with the Limitation of Costs or Limitation of Funds Section I clauses.

Labor Category	Fully-Burdened Rate Per Labor Hour	
	Contract/Fiscal Year 2007	Contract/Fiscal Year 2008

B.3 CONTRACT FUNDING (NFS 1852.232-81) (JUN 1990):

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this contract is [REDACTED] which represents an increase of [REDACTED]. This allotment is for services provided in support of the NASA Shared Services Center and covers the following estimated period of performance: June 1, 2005 through June 1, 2007.

(b) An additional amount of [REDACTED] is obligated under this contract for payment of fee.

(c) Recapitulation of funding is as follows:

	Previous	This Action	Current
• Target Cost	[REDACTED]	\$ [REDACTED]	\$ [REDACTED]
• Provisional Award Fee	[REDACTED]	\$ [REDACTED]	\$ [REDACTED]
• Earned Award Fee	[REDACTED]	\$ [REDACTED]	\$ [REDACTED]
Total Sum Allotted	[REDACTED]	\$ [REDACTED]	\$ [REDACTED]

(d) Funding for other than basic NSSC requirements will be funded and tracked under Task Orders individually issued against this Contract.

(End of Clause)

B.4 OPTION TO EXTEND THE TERM OF THE CONTRACT

This contract may be extended at the option of the Government in accordance with FAR clause 52.217-9, "Option to Extend the Term of the Contract" in Section I. The option periods and prices or costs and any fees are as provided in CLINs 03-07 of clause B.2. Each Option under CLINs 03-07 can only be exercised once, but the Government may exercise more than one option at a time, provided that the options are exercised consecutively.

(End of text)

B.5 ESTIMATED COST INCREASES

(a) The requirements of this clause are in conjunction with the Limitation of Costs clause or the Limitation of Funds clause of this contract.

(b) The Contractor shall notify the Contracting Officer in writing when the Contractor has reason to believe that the total cost for performance of this contract, exclusive of any fee, will be either greater or substantially less than the total estimated cost stated in this contract. Notification shall not be delayed pending preparation of a proposal.

(c) A proposal is required to support a request for an increase in the estimated cost of the contract. The proposal should be submitted as soon as possible after the above notification but no later than 115 days before the incurred costs are expected to exceed the estimated cost. This will allow adequate time for the Government to evaluate the proposal and to mutually establish any increase in estimated cost with the Contractor.

(d)(1) The proposal shall be submitted in the following format unless some other format is directed or approved by the Contracting Officer:

12 SECURITY CLASSIFICATION REQUIREMENTS (NFS 1852.204-75)(SEP 1989)

Performance under this contract will involve access to and/or generation of classified information, work in a security area, or both, up to the level of SECRET. See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification, Attachment J-19 of Section J.

(End of clause)

H.13 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (FAR 52.204-9)(NOV 2006)

(See Attachment J-20 entitled, "PIV Card Issuance Procedures," for Agency Personal Identity Verification Procedures)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, as amended, and Federal Information Processing Standards Publication (FIPS PUB) Number 201, as amended.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

(End of clause)

H.14 AUTHORIZED CONTRACTING OFFICERS FOR ISSUING TASK ORDERS (TOCO) AND PROCEDURES

(a) Contracting Officers (CO) authorized to issue and modify Task Orders (TOCO) against this Contract include the NSSC CO for the basic Contract and those designated in writing by the basic contract NSSC CO. The TOCOs will be designated via a letter by the NSSC Contracting Officer, with copy to the SP and COTR.

(b) The NSSC CO shall to be contacted before award to validate ordering thresholds are being maintained. A copy of each Task Order placed against this Contract shall be provided to the NSSC CO after it has been issued for contract administration purposes.

H.15 TASK ORDERING PROCEDURES (NFS 1852.216-80)(OCTOBER 1996)

(a) Only authorized Contracting Officer may issue task orders to the Contractor, providing specific authorization or direction to perform work within the scope of the contract and as specified in the schedule. The Contractor may incur costs under this contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the contract or expressly authorized by the Contracting Officer.

(b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:

(1) A functional description of the work identifying the objectives or results desired from the contemplated task order.

(2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.

(3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.

(c) Within 15 calendar days after receipt of the Contracting Officer's request, the Contractor shall submit a task plan conforming to the request.

15 (Con't)

TASK ORDERING PROCEDURES (Continued)

(d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:

- (1) Date of the order.
- (2) Contract number and order number.
- (3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task.
- (4) Performance standards, and where appropriate, quality assurance standards.
- (5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable.
- (6) Any other resources (travel, materials, equipment, facilities, etc.) authorized.
- (7) Delivery/performance schedule including start and end dates.
- (8) If contract funding is by individual task order, accounting and appropriation data.

(e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within 7 calendar days after receipt of the task order.

(f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order that includes a ceiling price may be issued.

(g) The Contracting Officer may amend tasks in the same manner in which they were issued.

(h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

(End of Clause)

[End of Section]

I.9 AUTHORIZED DEVIATIONS IN CLAUSES (FAR 52.252-6) (Apr 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

I.10 ORDERING (FAR 52.216-18) (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from date of award through 90 days before the end of the effective period of the contract.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule. A NASA/SSC Contracting Officer and designated TOCO may issue orders, under this Contract, - by facsimile or by electronic commerce methods.

(End of Clause)

I.11 ORDER LIMITATIONS (FAR 52.216-19) (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than [redacted insert dollar figure or quantity], the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor --

(1) Any order for a single item in excess of [redacted insert dollar figure or quantity];

(2) Any order for a combination of items in excess of the maximum amount set forth in

Section B.1(e) [insert dollar figure or quantity]; or

(3) A series of orders from the same ordering office within no limit days that together call for quantities exceeding the limitation in subparagraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within five (5) working days after receipt, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of Clause)

L12 INDEFINITE QUANTITY (FAR 52.216-22) (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after 180 days after the end date of the Contract.

(End of Clause)

(END OF SECTION)

3.4.4.3 IT Security Engineering and Operations

The SP shall support the engineering, architecture, management, planning, implementation, maintenance, upgrade, configuration, and documentation of all NSSC IT security network monitoring and analysis devices. The SP shall implement NASA approved network monitoring and analysis devices.

The SP shall perform the following functions, including, but not limited to:

- Monitor the perimeter for penetration attempts and track and report successful penetrations.
- Provide early warning and detection of intrusions into the NSSC's network through analysis of network traffic from Internet Protocol (IP) networks, including the Internet and key signatures associated with known vulnerabilities and IT attacks.
- Analyze all firewall and IDS logs.
- Scan monthly the NSSC Site's complete address space and use the NASA provided patch verification application to ensure the mitigation or elimination of vulnerabilities to systems and networks.
- Use IDS's to detect IT attacks and to validate firewall rule sets.
- Coordinate with other NASA Centers, the NASA Integrated Services Network (NISN) Network Security Operations Center (NSOC) and other NSSC contractors, as applicable, to facilitate placement of IT security monitoring and analysis tools and to ensure scanning and patch management requirements are met.

3.4.4.4 Public Key Infrastructure

The SP shall provide NASA PKI Registration Authority (RA) services for all NSSC Site personnel (NASA, SP, and other contractors). The SP shall support the NSSC Site by providing identity checks of PKI recipients; maintaining a database for PKI digital certificates; and providing technical support for NSSC Site personnel who have questions or problems with the PKI software suite. The Customer Contact Center will be the focal point for receipt of all NSSC PKI related questions, issues or problems.

3.4.4.5 IT Security Metrics Reporting

The SP shall prepare and submit IT Security Metrics Report (DRD 3.4-4).

3.4.5 RESERVED (Moved to new Section 3.6)

3.5 CROSS CUTTING SERVICES

3.5.1 Customer Contact Center (CCC)

The NSSC operational success will be measured on achievement of customer satisfaction and cost performance goals. The SP will be expected to measure and report on customer satisfaction and cost performance measures that will serve as the basis for evaluation of the contact center. The customer base served through NSSC operations is diverse functionally, technically, geographically, and organizationally. Customers will include, but are not limited to, NASA employees, NASA functional specialists (HR, Procurement, Financial Management), general public employment inquiries, vendors, grantees, and retirees. The SP shall establish the necessary customer-focused culture and interfaces to provide timely, accurate, quality support.

The SP shall design and operate a CCC to facilitate responses to customer inquiries. The SP shall staff a CCC to receive and respond to customer inquiries. Customers should be able to make inquiries to the NSSC via telephone and other methods. For inquiries via telephone, the SP shall provide a toll-free contact center telephone number for all NSSC customers. If interactive voice response (IVR) or automatic call distributor (ACD) technology is employed, a simple menu structure will be required and customers must have the ability to "opt-out" to speak with a contact center representative at any time. Contact center personnel shall possess knowledge of the NSSC services, or be able to use knowledge-based tools to accurately respond to and resolve routine customer inquiries on the initial call. Unique inquiries that require NASA consideration shall be promptly referred to the appropriate NSSC NASA personnel for resolution. The SP should propose a process for the resolution of issues and accountability for responding to customers for issues that have been referred to NASA personnel. The SP shall also maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy and all relevant and current laws and regulations. The contact center function shall include the capability to track customer inquiries from initial inquiry to final resolution. The contact center shall maintain a history of all requests from customers for assistance, including resolution. Additionally, the SP shall provide a mechanism to record and track off-hour customer inquiries.

3.5.2 Document Imaging and Electronic Data Management

The SP shall provide document imaging and electronic data management for NSSC records related to activities identified in PWS paragraphs 3.1 through 3.4. The SP shall provide effective, efficient, and adaptive document imaging and electronic data management technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and enable distribution via online sources, facsimile, and email. The SP shall provide for off-site storage and retention of physical records.

3.6 NASA AND FEDERAL GOVERNMENT IT INITIATIVES (MOVED FROM 3.4.5)

The following initiatives, including, but not limited to, E-Government initiatives and NASA IT initiatives, are ongoing or forthcoming and may require SP technical support. The design, development and implementation of these initiatives are within the scope, but are not included in the workload of this PWS.

3.6.1 E-Government Support

The SP may be requested to track and provide impact assessments for NASA's implementation of Agency-wide and Federal Government IT initiatives that will impact the services provided by the NSSC. As directed, the SP shall support project management, cost estimation, scheduling, implementation recommendations, and plans to ensure the NSSC's successful migration to these Agency/Government-wide IT initiatives. In the future NASA may direct the SP to support the development and implementation of E-Government.

3.6.2 Enterprise Architecture (EA)

The SP may be requested to support the implementation of NASA's EA as part of the NSSC's Agency services, as well as the internal NSSC service environment architecture. This may include supporting (with further documentation and development) the "as is" and "to be" architecture as well as the "transition" phase of the implementation. As directed, the SP shall provide support in analyzing and developing a horizontal, data-driven model that captures NASA's business requirements and develops a component-based service oriented architecture for the provisioning of Agency services. The SP may be directed to recommend and support in the implementation of data hubs, middleware, web services, Extensible Markup Language (XML), and other EA integration tools. In addition, the SP may be directed to support the NSSC in achieving the strategic objectives and performance measures in the NASA CIO Information Resource Management Strategic Plan, IIIP and related directives which complement NASA's EA efforts. NASA may direct SP support for the development and implementation of Enterprise Architecture.

3.6.3 Support of NASA IT Initiatives

NASA may request SP support for the implementation of current or future Agency-wide IT initiatives. Current Agency-wide IT initiatives include:

- NASA Integrated Security Environment
 - NASA Account Management Systems (NAMS)
 - NASA Cyber Identity Management System (CIMS, i.e., directory services)
 - Identity Management System (IDMS) including smart cards
- Internet Protocol (IP) Address Management
- Network Security Perimeter (NSP)
- Extensible Markup Language (XML)
- Wide Area Network (WAN) Replacement

3.6.4 Integrated Asset Management Implementation Support

NASA may request SP support for the implementation of the Integrated Asset Management SAP module at the NSSC Site.